

Place-Based Care- Provide Access by Implementing School-Based Oral Health Programs

June, 2023



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Presentation Objectives

- 1 The participant will be able to apply quality improvement concepts, successful oral health prevention and treatment strategies, and parent and student engagement to support implementing a school-based oral health program.
- 2 The participant will be able to replicate the monitoring and evaluation process used to identify challenges and successes and analyze outputs from a school-based oral health program.

Panelist



Erica Facetti, BS
VP of Clinical and Community Care

Joanna Pitts, RN
School Health Nurse Consultant

Janna Laverdiere, DMD
Dental Director

June 22, 2023



Catalyst SBOHP 2021-2023 Successes

- Over 13,000 students across Virginia have access to oral health services at school
- Communities have opportunities to connect to health care providers and **dental homes**
- **Almost 100** new schools implemented SBOHPs with the participating clinic teams



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Project Objectives

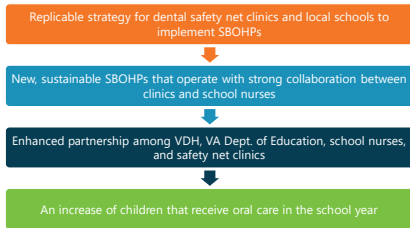
Clinic participants learn:

- Best practices in school-based oral health care;
- Components of successful implementation (consent forms/parent engagement, services, equipment and space, scheduling/logistics, care coordination); and
- Strategies to maximize communication and coordination among schools and clinic teams.



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Outcomes

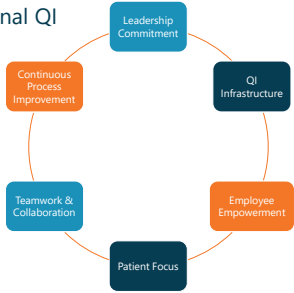


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Quality Improvement (QI)



Foundational QI



6/22/2023



Quality Improvement Tools

Areas of Focus

- Introduction to SBOHP
- Form the Teams
- Set a SMARTIE Aim
- Establish Measures
- Select Changes
- Test Changes
- Document Changes
- Implement Changes
- Spread Changes

Core QI Tools

- Aim Statement
- Process Maps
- Root Cause Analysis
- PDSA
- Future State Process

Additional QI Tools

- Impact Matrix
- Fishbone
- Driver Diagram
- 5 Whys

SBOHP Implementation

Process for a Successful SBOHP

Program Team	Family Engagement Process	Program Logistics	Information Collection
<ul style="list-style-type: none"> • Internal and external communication • Education of team members • Mutual trust 	<ul style="list-style-type: none"> • Communication • Oral health education • Consent forms • Trust 	<ul style="list-style-type: none"> • Clinical care: preventive and restorative dental services • Operations (scheduling, referrals, location, etc.) 	<ul style="list-style-type: none"> • Consent forms • Monthly reporting • Patient records • Improvements • Patient feedback

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Successful Implementation – Things to Consider



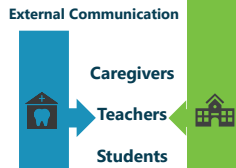
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Successful Implementation – Who and How



Successful Implementation – Communication

- Internal Communication**
- Referral sources
 - Consent forms
 - Program updates, including students with oral health needs
 - Logistics

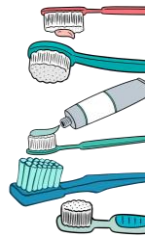


How will your team communicate?

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Successful Implementation – Program Operations

- Determine program operations:**
- Days/times for in-school service
 - Appropriate dental services
 - Staffing
 - Insurance acceptance and Medicaid enrollment for eligible patients
 - Referral protocol
 - Location set-up
 - Engaging parents and teachers in oral health education and consent form returns



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Successful Implementation – Educating Caregivers

Oral Health Education

Health Literacy

SBOHP Outreach

- Oral health is overall health
- Importance of baby teeth
- Association between school performance and health
- Fluoride plays a critical role in the prevention of tooth decay
- The SBOHP is available onsite at your child's school
 - What will the visit look like?
 - Billing and payment
 - Medicaid eligibility
- Expect to see consent forms

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Successful Implementation – Following Up



- Track your program's referrals
- Re-assess as many students as possible
- Awareness of oral health needs among the student population
- Understand the effectiveness of follow-up methods
- Connection with family
- Need for additional care
- Clinic contact information

How will you build long-term relationships with students and families?

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Consent Forms – Components

Include

- Dental services available
- SBOHP contact information
- Billing information
- COVID safety protocols

Demographics:

- Student's legal name + Name student goes by
- Date of birth
- Race
- Ethnicity
- Gender identity
- Address
- Grade and teacher
- Parent/guardian contact information
- Dental Insurance

Dental and Medical History:

- Last dental visit
- Current dental provider
- Current medical provider
- Medical conditions

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Consent Forms – Tips for Success

- Begin consent form distribution and collection **early**
- Develop a "no wrong door" process with consistent messaging to answer parent questions (at both the school and clinic)
- Use various distribution methods

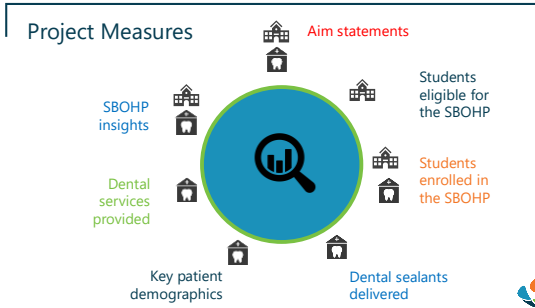
Don't Forget:

- Translate into appropriate languages
- Review each for caregiver signatures

< 50%
consent forms signed and returned

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Qualitative & Quantitative Information Collection



Reporting Instructions

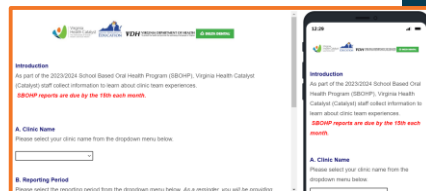
One response per clinic.

The monthly form **takes approximately 15 minutes to complete, but it may take several days to collect the necessary information.** Many clinics have multiple staff working on the SBOHP.

Beginning the 1st of the reporting month:



Qualtrics Platform



Information Collection

Services Provided

- Oral Health Education
- Oral Health Screenings/Assessments (D0190 or D0191)
- Preventive Services (D1000-D1999)-Excluding Sealants, SDF, and FV
- Diagnostic Services (D0100-D0999)
- Restorative Services (D2000-D2999)
- Sealant by Molar by age
- FV
- SDF (D1354 or D1355)

Collection Per Schools

- Consent Forms
- Patients seen
- Type of Service

UDS Demographic Domains

- Race
- Ethnicity
- Gender
- Insurance

Clinic Insights

Challenges In the Reporting Period

- Current workforce
- Promote resilience and reduce burnout
- Maximize the existing workforce to ensure team-based, patient-centered care
- Invest in the future workforce

Aim Statement Progress

- Create a SMARTIE Aim Statement
- An explicit description of a team's desired outcomes, which are expressed in a measurable and time-specific way
- Start small
- Make it achievable
- Does not have to end when the project ends
- Measurable outcomes and goals

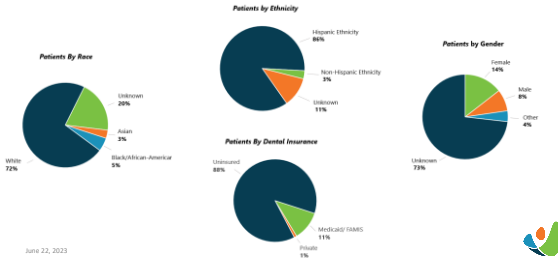
Strategies to Address Challenges in the Reporting Period

- Increase utilization of teledentistry for emergent care, consultations, and care coordination
- Identify and improve clinic efficiencies
- Promote data interoperability
- Increase patient/provider satisfaction
- Increase the use of data collection, sharing, and analysis to monitor and improve health
- Incorporate data equity

Patient Story of the Reporting Period

- Share patient stories
- Highlight challenges and solutions to overcome them
- Learn about patients' actual experiences of care
- Utilize as a source of information about how well we deliver care and where to focus improvement
- Engage members of the staff in a success story, demonstrate how they worked together to impact the patient.

Patient Demographics



Data Collection

Virginia Elementary School	Patients Oct-Nov, 2022	Services	Patients Dec. 2022, Jan.-Feb. 2023	Services	Services Total	Patients Total
Sealants Ages 6-9	17	63	8	20	83	25
Sealants Ages 10-14	5	13	3	6	19	8
Fluoride Varnish (FV)	62	63	21	21	84	83
Diagnostic Services	64	245	23	88	333	87
Preventive Services *Excluding Sealants, SDF and FV	62	138	21	35	173	83
Restorative	22	46	7	10	56	29
Silver Diamine Fluoride (SDF)	9	38	2	4	42	11
Completed Consent Forms	97	N/A	2	N/A	N/A	99
Patients Serviced	65	N/A	32	N/A	N/A	97

Vision, Mission and Defining Goals

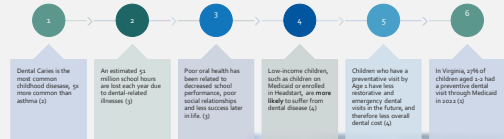
To provide affordable and comprehensive healthcare with quality services and strong community partnerships to improve access to healthcare for all.



"No one size fits all"
There are several models to delivering dental care in a School Based Oral Health Program



The Facts



Sources:
<https://www.hhs.gov/health-care/medicaid-coverage/index.html>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC312572/>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC312572/>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC312572/>



Operations, Planning and Development

- Why?**
 - What is the mission and goal of the program?
- What?**
 - What services can the dental team provide?
- When?**
 - When will the school programs occur?
 - Is this program sustainable yearly? Bi-yearly?
- Where?**
 - Which communities need the most help?
 - Identify any specific location barriers
- Who?**
 - Which demographic is the goal target?
 - Identifying team members and execution of program
- How?**
 - Mobile unit parking logistics
 - Operations/schedule planning



Clinic Team Members and Goals

Dental Clinic Team	School Team
<ul style="list-style-type: none"> • Dental Director • Staff Dentists • Dental Hygienists • Dental Assistants • Dental Front Office Lead • Dental Front Office Team • Patient Engagement Specialists • Transportation Coordinator • Director of Operations • Other Support: IT, Facilities, QI Team 	<ul style="list-style-type: none"> • School Board • School Nurse Coordinators • Staff School Nurses • Principals • Other Support Members 



Initial Outreach

- Contact School Nurse Coordinators
- Arrange 1:1 Meeting
- Develop an MOA



General Workflow

- 2 Months Prior (Consent Hand Out)**
 - Members of the Dental Team meet with School Nurse Coordinators to agree on plan of action. An MOA is signed and updated (yearly)
 - Dental Team submits blank consent forms to School Nurse Coordinator to distribute to all School Nurses in each district to distribute to parents
- 1 Month Prior (Consent Return & Insurance verification)**
 - Consent forms are collected from parents by each respective School Nurse and returned to the Dental Team
 - Dental Front Office begin on working on insurance verification & eligibility for each student. Communication between nursing/dental office may be necessary at this step
- 1 Day Prior (Transportation)**
 - Dental Team (Transportation Coordinator) contacts School Nurse (or other representative identified by School Nurse Coordinator) for parking logistics and set up. Unit is moved to location.
 - Dental Team ensures all supplies are ready for operations



General Workflow

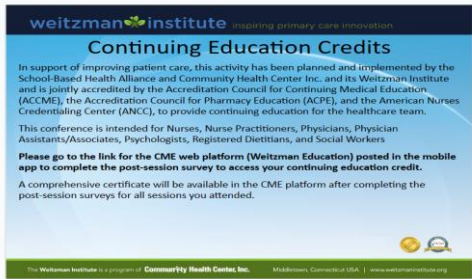
- Day of Operations**
 - Dental Team arrives in the morning for set up, introduction to School Nurse.
 - A list of eligible students is shared with the School Nurse by the Dental Team
 - School nurse escorts a children at a time to the mobile dental unit for treatment. Coordinates between field trips, lunch, gym, exams.
 - Treatment is rendered and completed, documented in an EHR by the Dental Team. Referrals written individually as needed.
- Follow Up**
 - The Dental Team gives each student a treatment recommendation form for communication along with a dental "goode bag" to communicate with parents. School Nurse ensures this gets home safely, securely and confidentially
 - School nurses are given a list of high priority patients and instructed to follow up with parents when possible



Consent Forms & Services

***1 Month to Return Consent Forms**

**Consent forms available in both English and Spanish



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Continuing Education Credits

In support of improving patient care, this activity has been planned and implemented by the School-Based Health Alliance and Community Health Center Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This conference is intended for Nurses, Nurse Practitioners, Physicians, Physician Assistants/Associates, Psychologists, Registered Dietitians, and Social Workers

Please go to the link for the CME web platform (Weitzman Education) posted in the mobile app to complete the post-session survey to access your continuing education credit.

A comprehensive certificate will be available in the CME platform after completing the post-session surveys for all sessions you attended.

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